

**NASA Ames Research Center**  
**Equal Opportunity Programs Office**

**Employee Procedures for Requesting Reasonable Accommodation**



## **What is Reasonable Accommodation (RA)?**

An **adjustment** made to nonessential job requirements and/or any change in the work environment enabling a qualified person with a disability to **perform** the essential duties of the job to which she/he is assigned.

Examples of reasonable accommodation include: Modifications to work schedules, equipment or devices; creating accessible facilities; providing readers or interpreters, etc.

Reasonable accommodation SHOULD be provided without altering the position description or causing undue hardship to the agency

Reasonable accommodation WILL enable an individual with a disability to enjoy equal employment opportunities

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### **Types of Disabilities**

A disability is a physical or mental impairment that substantially limits one or more major life activity(s) and (1) there is medical record of the impairment or (2) the person is regarded as having such an impairment.

#### **Mobility/Motor Skills Impairments**

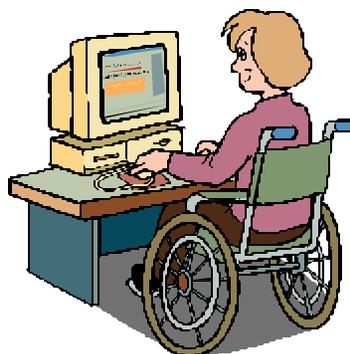
#### **Vision Impairments**

#### **Hearing Impairments**

#### **Cognitive Impairments**

#### **Mental Impairments**

**Other Impairments:** Chronic conditions or long-term illness such as asthma, heart disease, HIV, chronic fatigue syndrome (CFS)



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### **Confidentiality**

Information obtained in connection with the RA process must be kept confidential. Confidential information sharing to other agency officials is only permissible when there is a NEED TO KNOW in order to make a determination on a RA request or to assist the DM with making a determination



### **Employee Procedures for Requesting RA**

**STEP 1:** RA request is made directly to the individual's IMMEDIATE Supervisor (Decision Maker-DM) It is recommended that the individual review NASA Procedural Requirements (NPR) 3713.1, as revised, Procedures for Providing Reasonable Accommodation for Individuals with Disabilities.

RA request may be oral or in writing, including email transmission. If initially received orally, by email, or written statement individual must also submit RA on NASA Fm 1699 <http://nef.nasa.gov/>. All employee requests for RA must be on NASA Fm 1699. RA request may be made by individual or third party. The DM should transfer information provided from an oral or email request to NASA Fm 1699 or provide employee with NASA Fm 1699 for completion\*\*

Processing shall begin immediately upon receipt of the initial RA request from the employee. Requests for reasonable accommodation must be processed and finalized within 20 business days. The employee may make a request for RA to any member of Center management or EOPO Staff

The employee should not attempt to circumvent or complicate the process by deliberately or willfully submitting the request to someone other than the appropriate DM

**\*\*FORM MUST BE COMPLETED NOT LATER THAN ONE (1) BUSINESS DAY AFTER AN INITIAL REQUEST IS MADE IN ANY FORMAT OTHER THAN ON NASA FM 1699**

**STEP 2:** DM shall contact the DPM to provide notification of the individual's RA request.

**STEP 3:** As appropriate, DM will consult with ARC Physician, EAP, Facilities Specialists, IT Specialists, HR Benefits Specialists, HR Staff, and/or Chief Counsel's Office to discuss the individual's RA request, types of available accommodations, and other accommodation resources.

**STEP 4:** DM will conduct a RA Analysis of the individual's request.

**STEP 5:** Individual and DM are responsible for RA Follow Up and an interactive discussion on the status of the RA Decision

**STEP 6:** DM and individual will review RA Approval or Denial and complete NASA Fm 1699-A.

**Reasons for Denial of a RA Request (not all inclusive)**

- (1) The requested accommodation would not be effective
- (2) Providing requested RA would result in undue hardship for the agency
- (3) Inadequate medical documentation – unable to establish disability and/or the need for accommodation
- (3) Requested accommodation would require elimination of an essential function(s) of the job
- (4) Requested accommodation would require lowering a performance standard

**\*\*If denied, the individual must be given information about their rights to file an EEO complaint, alternative dispute resolution, reconsideration procedures, alternate avenues of redress (45 calendar day rule still applies to unlawful discrimination allegations)**



### **Requesting Medical Information for RA**

Always request medical documentation if or when the disability and the need for accommodation are not obvious

If the disability is obvious or otherwise already known to the DM, the Center will not seek additional medical documentation from the requestor UNLESS the Center physician believes that medical information is necessary in order to evaluate the request. Any additional requests for medical information must pertain ONLY to the disability that requires the accommodation.

Medical information requests may be made only to substantiate that the individual has a disability. Additional medical information requests may be required to determine the need(s) for the requested accommodation.

In order to receive the most helpful information possible, all requests for medical information should describe the nature of the job, essential function(s) expected of the individual, and other relevant information that may be required to assist the DM with reaching a determination.

The employee is responsible for providing sufficient documentation to support the RA request. Documentation can be from a social worker, doctor, counselor or ARC physician, and includes statements from the spouse, doctor prescribed time off, and any information on equipment solutions.

### **Minimal Information for Medical Documentation**

Sufficient medical documentation includes the following:

- (1) Describes nature, severity and duration of impairment
- (2) Describes activity that impairment limits
- (3) Describes extent of limitation and ability to perform duties of their current position
- (4) Describes why individual requires accommodation
- (5) Describes medications and possible side effects

Individual may opt to sign Limited Release form authorizing NASA to contact his/her medical provider directly. The form must be reviewed by Chief Counsel's office. The DM must explain to the employee that failure to provide medical documentation could be cause for denial of the RA request.

Employees are encouraged to use the reasonable accommodation process when they become or if they are a qualified individual with a disability.

## **RA Resources**

- Computer/Electronic Accommodation Program (CAP) assistance [www.tricare.osd.mil/cap](http://www.tricare.osd.mil/cap)
- U. S. Equal Employment Opportunity Commission (EEOC) (800) 669-4000
- Americans with Disability Act - Disability and Business Technical Assistance Centers (DBTACs) (800) 949-4232
- U. S. Department of Labor (202) 219-8412
- Job Accommodation Network (JAN)  
(800) 232-9675 or <http://janweb.icdi.wvu.edu>
- US Access Board [www.access-board.gov](http://www.access-board.gov) or (202) 272-0080
- Registry of Interpreters for the Deaf (301) 608-0050
- RESNA (Rehab Engineering and Assistive Technology Society of No. America) [www.resna.org](http://www.resna.org) or (703) 524-6686
- Reference: 42 U.S.C. 12116; 29 CFR 1630

If you have questions, please contact EOPO DPM (Barbara Miller) (650) 604-0783